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from UnitedHealthcare**

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Connection



**UnitedHealthcare®**  
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## Reminder: Schedule your 2009 preventive exam now

If you signed up for the HRA plan option for 2009, remember that preventive services are paid at 100% meaning you don't have to pay anything and no funds come out of your account.

### **Q. What does my doctor's office need to know to ensure that my preventive care visit will be paid at 100%?**

- A.** Preventive benefits must be billed by your health care provider using appropriate "v" codes and preventive codes (please note that colon cancer screenings and mammograms do not require "v" codes). Most doctors and office managers are familiar with these codes, but we recommend that you advise them of the requirements at your office visit to ensure your visit will be paid at 100%.

### **Q. What if my doctor's office codes the claim incorrectly and it is not paid at 100%?**

- A.** If the doctor codes the claim without a "v" code, the claim will be paid under regular plan benefits because the health plan would have no way of knowing that the services were for preventive care. If your explanation of benefits (EOB) shows the claim was not processed at 100%, ask your doctor to resubmit the claim to the health plan with the correct "v" codes, and the claim will be reprocessed.

### **Q. I get quarterly screenings for diabetes. Will these be covered by the preventive care benefit?**

- A.** If coded with a preventive "v" code, you will receive one annual screening at 100%. Any other subsequent screenings will be subject to regular plan provisions.

### **HRA Plan Member – Special Incentive**

Employees and spouses that complete the myuhc.com health assessment and get their annual wellness exam will each receive \$125 credit into the HRA for a total of \$250. Wellness codes that qualify for the incentive include: 99402, 99403, 99404, 99385, 99395, 99386, 99396, 99387, 99397. Work with your doctor's office billing department to make sure they code your annual wellness exam appropriately.



# 'Tis the Season for Holiday Stress?

We feel stress when we are overwhelmed, when we have a feeling things are out of control. Get a handle on stress before it takes over! Begin by assessing what you do and why.

## Ditch the outdated traditions

Holiday traditions are fine, if they are enjoyed. Ask your family what things are important to them. You may be surprised that grandmother's six-hour pudding is not one of the family favorites! Don't waste precious time and energy on outdated traditions. You may want a change of pace altogether and start a new tradition by taking that dream trip.

## Ask for help

If you detest writing cards, see if another member of the family will do it this year. Likewise, enlist others to assume the responsibility for some of the shopping or some of the cooking.

## Stay within your budget

Money concerns are always stressful. Draw names or consolidate the individual gift hassle by buying one gift for the whole family, like a game, football or theater tickets.

## Plan ahead

Whether you're married, divorced or a member of a blended family, juggling time between families is stressful but often necessary. Don't make the holidays a tug-of-war for the children. Plan scheduled events ahead, then stick to your plans. Turn unavoidable, unpleasant visits into "I will not get upset" visits and then do something fun afterwards to reward yourself.

## Volunteer

What better time than during the holidays to help others? Help your neighbor with her holiday cooking: it will ease her load and allow you to keep busy and think of others. Serve dinner at a shelter for the homeless or get involved with deliveries to the needy.



## Holiday Memories

This may be a particularly difficult time for you if you have experienced the loss of a loved one, either recently or in years past. It's okay to take time to cry and remember these treasures of our lives. But know that you are living in the present and 'the way it was' is no longer.

## Avoid weight gain this holiday season

Vacations during the holidays can be wonderful, but it's not unusual to go away for a week and come back five pounds heavier. Worrying about weight gain can be stressful when you're supposed to be having fun and relaxing.

The good news is that it doesn't have to be this way. Here are some tips to help you through your next trip.

### Get moving

Maybe the best way to keep your weight in check is to get as much exercise as you can. Whether it's at a hotel gym or on walking trails or city streets, it all adds up to calorie burning. Walk the golf course, play basketball, swim, walk, kayak, bicycle or play tennis. Whatever it is, just try to do it for an hour each day.

### Watch portions

Dining out and large portions go hand in hand. Entrees and desserts are often two to four times larger than a standard serving. Think about sharing an entrée, or having a salad and an appetizer for dinner. Don't skip any meals to save room or calories for later. You will wind up too hungry, and most likely will overeat.

### Plan ahead

If you can, try to keep some nutritious snacks on hand. If you are staying with relatives or friends, stock some essentials in their fridge. Hotels sometimes have mini-fridges where you can keep some fruit, veggies, low-fat cheese or yogurts. High-protein granola bars, small packages of nuts or whole-grain crackers are just a few ideas.

### Treat yourself - without food

There are many ways to indulge yourself on vacation that do not involve eating. Treat yourself to a massage, read a great book on the beach, take a long bath, rent a movie you haven't seen, sleep late. If you feel satisfied and pampered in other ways, you're less likely to use food to fill that role.



# Think before you drink

The holidays are a time of joy and celebration often accompanied with plenty of food and drinks. It's important not to overindulge. Remember to watch not only what you eat, but also what you drink.

The calories from beverages can really add up. Try switching to low- or no-calorie alternatives or choose a smaller size. Water is always a great choice. Add slices of fresh fruit for a burst of flavor.



	Instead of...	Try...	Calories Saved
Breakfast	1 cup whole milk on cereal	1 cup of skim milk on cereal	60
Mid-morning	Medium mocha latte coffee-drink	Medium coffee with 1 Tbsp of cream and 1 sugar packet	140
Lunch	Large sweet tea	Large unsweetened tea with sweetener	209
Afternoon	1 can of regular soda	1 can of diet soda	135
Office party	1 cup of eggnog	1/2 cup of eggnog with 1/2 cup of skim milk	127
Dinner	1 margarita	1 glass of wine	190
TOTAL CALORIES SAVED: 861			

Please visit  
**[www.dch.georgia.gov/shbp\\_plans](http://www.dch.georgia.gov/shbp_plans)**  
to view current issues of this publication.

## Important contact information

### Where to go when you want information

**myuhc.com** Personalized tools, information and answers for managing your health care. Log on anytime 24/7 to get important benefit, claim and health information on the Internet when it is convenient for you!

**www.liveandworkwell.com** An informative Web site with a behavioral health clinician directory, comprehensive health articles, tools and more.

**NurseLine Services:** 866-696-5846. Talk to a Registered Nurse 24 hours, seven days a week and access thousands of topics in the Health Information Library.

**Care Coordination<sup>SM</sup>** Refer to the customer service phone number on the back of your ID card.

**Definity HRA:** 800-396-6515

**PPO/Indemnity:** 877-246-4189

**Choice HMO:** 866-527-9599

**High-Deductible Health Plan:** 877-246-4195

**Retirees:** 877-246-4190

For any claims or benefit-related questions or issues, please call the customer service number on the back of your card.

### Address updates

You could be missing out on important mailings.

For active employees, please complete and submit a Dependent/Miscellaneous Update form that is available online at **[www.dch.georgia.gov/shbp\\_plans](http://www.dch.georgia.gov/shbp_plans)**. Forms should be completed and returned to your payroll location benefit manager.

### For retired employees, please submit the following information:

- Name
- Subscriber number from your UnitedHealthcare ID card or Social Security number
- Current address
- New address
- Telephone number
- Signature authorizing the address change

### Retirees mail to:

State Health Benefit Plan  
P.O. Box 38342  
Atlanta, GA 30334

The Connection will be made available monthly at the myuhc.com site ([www.myuhc.com/groups/gdch](http://www.myuhc.com/groups/gdch)) and at [www.dch.georgia.gov/shbp\\_plans](http://www.dch.georgia.gov/shbp_plans) to all State employees who are members of the UnitedHealthcare State of Georgia Health Benefit Plan.

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Insurance coverage provided by or through United HealthCare Insurance Company. Health Plan coverage provided by or through United HealthCare of Georgia, Inc.

